

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3414
ANSWERED ON:10.08.2015
Railway Helpline Number
Gogoi Shri Gaurav

Will the Minister of RAILWAYS be pleased to state:

- (a) the details of active/inactive Railway helpline numbers, Zone-wise;
- (b) the details of criteria and qualifications prescribed for appointment of helpline staff; and
- (c) whether the Railways have conducted any study on the delay in responding to distress calls on these railway helpline numbers and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a): Yes, Madam. Security Helpline Number '182' and Helpline Number (other than security) '138' for passengers are working satisfactorily on all the Zonal Railways.

(b): Matriculate and Graduate RPF staff, proficient in soft-skill with good temperament have been selected and trained before their deployment in Divisional Control Rooms to attend the calls received at '182' Security Helpline. For Helpline Number '138', no separate qualification has been prescribed for appointment of Helpline staff. It is manned by Commercial staff posted in Control office with adequate working experience.

(c): No specific study on delay in responding to distress calls has been carried out. However, due to availability of multiple lines with hunting facility, all incoming calls are attended and the cases of calls getting "Engage Tone" is negligible.
